

# **The Rcat Paratransit & Transit Service**

## **Passenger Guidelines**

**&**

## **Driver Personnel Policy**

**Reno County Area Transit System**

**Phone: 620-694-2913  
620-694-2912 (TDD)  
1-888-458-2911 Toll Free**

Revised March 2008

**Paratransit** is the “door to door” portion of our service. Persons eligible for the paratransit service must complete an application for the ADA service. The **Fixed Route** service is designed with three routes set up on an hourly schedule. Routes access grocery stores, medical facilities, social service agencies and employment in the Reno County. We sincerely hope this information answers any questions a passenger might have. Should a passenger require additional information, please do not hesitate to call The Rcat Paratransit Service at 620-694-2913. (Information on Rcat Paratransit Service is also available in an alternative format upon request. Please call The Rcat Paratransit Service at 620-694-2913.)

## Guidelines

### HOW DOES A PASSENGER CALL?

Reservations or cancellations for **paratransit** service or to schedule **deviated service** on the **fixed route** system 620-694-2913 or 620-694-2912 (TDD)

### RESERVATION HOURS

Daily: 6:00 AM - 7:00 PM. Monday through Friday and 7:00 AM – 6:00 PM Saturdays. Reservations on Sunday and after hours will be taken by an answering machine.

NOTE: To schedule an ADA trip, reservations may be made up to 14 days in advance.

### SERVICE HOURS

Monday through Friday – 6:00 AM - 7:00 PM. Saturday – 7:00 AM to 6:00 PM. No service on Sunday.

### PARATRANSIT SERVICE AREA AND TIMES

The Rcat **Paratransit** ADA mandated service is available within the city limits of Hutchinson and South Hutchinson. This service is available during the same hours as fixed route service within the area. For more information, call 620-694-2913.

### FARES

**Paratransit** fares are \$2.00 per passenger for each one-way trip. If a Personal Care Attendant (PCA) is needed, they will travel at no cost if the

passenger has noted on their ADA application the need for a PCA.

### Fares for the fixed route system:

Adults 19-59	\$ .80
Elderly (60 years of age & over)	\$ .40
Certified as Disabled	\$ .40
Children (11-18 years of age)	\$ .40
Children under 6	Free *
Monthly Pass – Regular	\$24.00
Monthly Pass – Discount	\$18.00
Rcat Punch Card	\$16.00
* with paying passenger	

Fares may be paid in cash or by presenting an Rcat punch card purchased in advance. Checks are not accepted on the fixed route system. Fares will be collected by driver prior to departure.

Rcat punch cards may be purchased at a cost of \$10.00. Advance purchase of the Rcat tickets may be made at the Reno County Public Transportation offices, or by mailing a check or money order, payable to Reno County Public Transportation at 206 West First, Hutchinson, KS 67501.

### HOW DOES A PASSENGER BECOME CERTIFIED FOR PARATRANSIT OR HALF FARE CARD?

The first step is to complete a Special Accommodations form. Special Accommodation forms are available by calling The Rcat **Dispatch** office at 620-694-2913. Application must be completed by the individual or certifying agent of the individual seeking the service and verification by a physician or social service representative is requested. Forms will be reviewed within a two-week time period. Once approved, The Rcat service will issue a Paratransit or Half Fare Identification Card. These cards may be used for fare eligibility on fixed route vehicles or for ADA Paratransit Service in other U.S. cities. To ride Rcat Paratransit Service, you must be certified as eligible by The Rcat office. Examples of people who may be eligible are those who, because of a disability, are unable to:

- get on or off a regular bus;
- unable to walk two (2) city blocks, which is the obligation of a fixed route rider, grasp coins, tickets or handles;
- read, understand or follow bus information
- Other Considerations

Age, distance to a bus stop or illiteracy by themselves, are not considered disabilities. People who are blind or visually impaired may be eligible if they cannot use The Rcat regular fixed route system.

People with medical conditions such as: Epilepsy, kidney disorders, diabetes, may be eligible depending upon their ability to use The Rcat regular fixed route system.

## HOW DOES A PASSENGER APPEAL A DECISION?

Applicants whose requests for certification are denied have the right to an appeal. For more information, contact The Rcat Paratransit Service at 620-694-2913.

## HOW DOES A PASSENGER MAKE A RESERVATION?

The Rcat Paratransit Service may be reached at 620-694-2913, (620-694-2912 TDD/Voice) between 6:00 AM and 7:00 PM Monday through Friday, or between 7:00 AM and 6:00 PM. Reservations on Sunday will be taken through an answering machine. A twenty-four (24) hour reservation before the trip will be appreciated. Same day reservations are available on a space available basis, **HOWEVER** return trips may result in a long wait. When making a reservation, please be ready to provide:

- name of passenger
- pick-up address (exact location of pick-up; for example, apartment building name, which entrance, etc.)
- telephone number
- date the ride is needed
- The time to be picked up. Allowing up to 45 minutes to reach each destination. The *Rcat* Paratransit Service is a shared ride system, therefore some trips may take longer
- Destination (including address of destination). Certain public locations have specific drop-off and pick-up areas that will have to be observed
- Whether you use a wheelchair or other mobility device is needed.

- Whether a personal care attendant will be riding. If passenger is certified as needing a PCA, PCA rides free.
- Whether a companion will be riding. If so, his/her fare is \$1.00 for each one-way trip.

## HOW DOES A PASSENGER CANCEL A RESERVATION?

To cancel a reservation for **paratransit** or **deviated route service**, please call 620-694-2913, (620-694-2912 TDD/Voice). In order to provide the greatest service to all passengers, cancellation notice should be made more than one hour prior to scheduled pick-up. Rides not cancelled or cancelled after a bus has been dispatched will be considered as a no-show.

## HOW DOES A PASSENGER RIDE THE *Rcat* PARATRANSIT SERVICE?

There is a scheduled arrival time and a passenger must be ready when the vehicle arrives. There may be additional stops before reaching the destination. The Rcat Paratransit Service is a shared ride system.

Please remember:

- The Rcat Paratransit Service is a Door-to-Door service.
- The Rcat Paratransit Service is a Shared Ride Service.
- No assistance will be provided beyond the door of the destination.
- If destination is that of a fixed route service, passenger may be picked up by a regular route bus.
- If passenger requires further assistance, he/she should be accompanied by a personal care attendant. Passenger may ride from any origin in The Rcat Paratransit Service area for any purpose as long as a reservation has been made.
- The vehicle may arrive 15 minutes before or after scheduled pick-up time. For example, if pick-up time is scheduled for 8:00 AM, the vehicle may arrive anytime between 7:45 and 8:15 AM. The vehicle will wait 5 minutes after arrival at the designated pick-up site. Passengers should be ready at least 15 minutes before vehicle is scheduled

to arrive. Passenger (and companion) should meet the vehicle when it arrives.

- If the vehicle has not arrived 30 minutes after scheduled time, please call The Rcat Paratransit Service at 620-694-2913.
- The driver is required to collect a fare of \$1.00 or punch appropriate fare from a Rcat punch card prior to departure.
- Prior to departure, the driver will fasten the seat belt and shoulder strap; ask passengers in a three-wheeled mobility device to transfer to a seat in the vehicle. (Note: the choice to transfer to a seat is up to the passenger.)
- Eating, drinking, tobacco products, or audio devices without earphones are not permitted. Shirts and shoes must be worn.

## **WHERE DOES A PASSENGER CATCH A ROUTE BUS?**

The bus will stop for anyone standing at the “far side” of a street intersection, that is the corner after the bus clears the intersection. It is helpful to for passengers to raise their hand as the bus approaches your stop so the driver will know of intent.

## **CAN A PASSENGER TRANSFER TO OTHER ROUTES?**

Yes, the driver will issue a transfer slip when a passenger leaves the bus that will allow passengers to transfer to any of the other routes. The transfer is free but must be used within two hours from the time it is issued. Passengers may not use it as a return ticket on the route from which it is issued.

## **HOW DOES A PASSENGER ACCESS DEVIATED ROUTE SERVICE?**

During each trip the bus makes, there are a number of slots that are available for what is called deviated route service. While the majority of this service is reserved for the elderly or disabled, all persons are eligible on a space available/first come – first serve basis. To access the deviated service, please call Dispatch between 6:00 AM and 7:00 PM Monday through Friday, or 7:00 AM and 6:00 PM on Saturday. Reservations on Sunday will be taken through an answering machine. A twenty-four (24) hour reservation before the trip is appreciated. Cost for this service is \$1.00 per

trip. Due to the limited availability, please **DO NOT ANTICIPATE THIS SERVICE WILL BE AVAILABLE AT ALL TIMES AND DURING ALL TRIPS. IT IS AVAILABLE ON A SPACE AVAILABLE BASIS ONLY AND PRIORITY IS GIVEN TO ELDERLY AND DISABLED.**

To cancel a deviated service reservation, please call the Dispatch Office at 620-694-2913. In order to provide the greatest service to all passengers, cancellation notice should be made more than one hour prior to scheduled pick-up.

## **HOW DOES A PASSENGER RIDE THE DEVIATED ROUTE SERVICE?**

Riding the deviated service is like riding the Rcat Paratransit Service. There is a scheduled arrival time and the passenger must be ready when the vehicle arrives. In order to keep the bus on schedule, a deviation passenger needs to be ready to leave when the bus arrives. Passengers should not ask the driver to deviate further off the route. No assistance will be provided beyond the stop of the passenger's pick-up and destination.

## **GETTING THERE ON TIME**

It is the Rcat Service's goal to provide the greatest number of customers with prompt, efficient, friendly service. Following are ways passengers may help us serve them:

- Make reservations as early as possible for paratransit or deviated route service, up to 14 days in advance.
- Because passengers may share a vehicle with other customers we suggest passengers
  - ❑ Allow up to one hour to reach your destination;
  - ❑ Be prepared for delays due to traffic or bad weather
  - ❑ The driver will not make unscheduled stops.
  - ❑ If other customers get on or off the vehicle before the passenger's stop, it may be necessary for passengers to temporarily move to accommodate these passengers.

**A customer may not refuse to ride with other customers.**

## WHAT DOES A PASSENGER DO IF Rcat IS LATE?

If a **Rcat Paratransit** or **Deviated Route** Service vehicle is more than 30 minutes late for a scheduled pick-up, please call 620-694-2913 and a dispatcher will check the arrival time.

## CAN A PASSENGER BRING A TRAVELING COMPANION?

If a passenger is registered with The **Rcat Paratransit** Service and needing a personal care attendant, he or she may accompany the passenger at no additional cost. Companions are welcome to ride with passengers for \$1.00 per person, the same as the passenger's fare.

NOTE: Companions and personal care attendants **MUST** have the same origin and destination as the customer they are accompanying. The **Rcat Paratransit** Service requires the passenger to reserve a space for their companion(s) or personal care attendant when scheduling their reservation. If more than one person accompanying the passenger is designated as your PCA, only one will be allowed to ride at no fare.

To maximize the space available, accommodations for more than one traveling companion are granted on a *space available* basis. The request should be made when scheduling the passenger's reservation. To inquire about space availability, call The Rcat Paratransit Service at 620-694-2913 (620-694-2912, TDD Voice).

## WHAT IF A PASSENGERS REQUEST FOR COMPANIONS CANNOT BE ACCOMMODATED?

If there are no openings for the time requested, the passenger might be offered an alternate time up to one hour before or after the original time they requested. If there are no openings for the day and time requested, please call The Rcat Paratransit Service at a later time to ask if there have been any cancellations. Children accompanying the passenger are considered traveling companions. As with The Rcat Paratransit Service's regular fixed route system, children age 11 and over must pay the full adult fare. However:

- Children under 11 must be accompanied by a paying adult.
- You must reserve space for children when scheduling your trip.

Guide dogs and other service animals are allowed to accompany you if such a need was indicated on your The Rcat Paratransit Service application. However, family pets are not allowed. Please inform The Rcat Paratransit Service when scheduling your trip that a service animal will be accompanying you.

## HOW CAN PASSENGERS BE ACCOMMODATED?

On **Paratransit** Service carry-on packages are welcome but total weight of carry-ons should not exceed 50 pounds. (Please note: hazardous materials or firearms are not allowed.) The driver will assist with the loading and unloading of packages between the vehicle and the door. Customers (or companions) are responsible for getting packages into their destination.

Visitors from other cities who are eligible under ADA criteria are welcome to use the Rcat Paratransit Service during their visit to Reno County for up to 21 days. The out-of-town passenger should call the Rcat Paratransit Service at 620-694-2913 if they wish to register.

**Fixed Route** passengers are allowed to carry-on as many packages as they can transport in one trip. (Please note: hazardous materials or firearms are not allowed.) The driver is not permitted to assist with the loading and unloading of packages. Customers (or companions) are responsible for getting packages in to their destination.

Fixed route and deviated route passengers are to be waiting at the curb ready to access the bus upon arrival.

## WHAT IF A PASSENGER HAS A SPECIAL REQUEST?

To serve the greatest number of customers, the **Rcat Paratransit** Service can only accept two requests per phone call. That is not the limit number of rides per day, but the number of reservations per phone call.

If the passenger wishes to schedule repeat service (work, church, etc.) they may schedule subscription trips for **paratransit** or deviated route service, if available. Rides that are scheduled on an ongoing regular basis (e.g. daily trips to work, school, medical visits) are called subscription rides. They may be scheduled with one phone call.

To schedule a subscription trip a passenger would call the Dispatch office at 620-694-2913.

## HOW DOES A PASSENGER COMMENT?

We can only resolve problems if we are informed, so please encourage passengers to call. Should a passenger have questions or complaints about service, please encourage them to call The Rcat Dispatch office at 620-694-2913.

If a complaint is not resolved to a passenger's satisfaction after five working days, please call the Transit Administrator at 620-694-2913.

## CODE OF CONDUCT

It is The Rcat Transportation Service's policy to provide the safest and most efficient service to our customers. Customers who abuse the following Code of Conduct guidelines can adversely affect The Rcat Transportation Service program as a whole. For the safety and comfort of all customers, The Rcat Transportation Service has established these policies that address instances where a customer's conduct may adversely affect others involved with The Rcat Transportation Service program. The following identifies The Rcat Transportation Service's policy on customer misconduct.

**Electronic Equipment** - Customers may not operate any audio or visual equipment which infringes upon other customers' comfort or safety or impairs the driver's ability to transport passengers safely. Examples include audio/visual devices without headsets, portable video games that have sound effects, etc.

**Hazardous Conduct** – Any act, which creates the potential for injury or death to any customer, driver or the general public.

**Abusive Conduct** – Any offensive act, these would include:

- Invasion of privacy rights of others (such as touching others in a rude, insolent or angry manner)
- Sexual harassment
- Verbally abusive language – profanity
- Screaming

**Additionally the following are prohibited:**

- Eating, drinking, tobacco products, or alcoholic beverages
- Intoxication – Drunken Passengers
- Any offensive body odor due to a disregard for cleanliness

***\*Drivers it is your responsibility to report incidents with passengers in writing to management. After the Incident Report is received management will be able to take action according to our Consequences of Misconduct.***

***Drivers should notify Dispatch immediately if they have a potential volatile situation with a passenger. Dispatch will ask if emergency assistance (911) is needed. If 911 assistance is not requested and a situation continues Dispatch (will contact the Executive or Assistant Director, if they are unavailable) Dispatch can give the authority to remove the passenger from the bus.***

## Consequences of Misconduct

Consequences of Hazardous or Abusive Misconduct or the Electronic Equipment policy (punishable by the following accelerating suspension schedule):

A first (1<sup>st</sup>) offense may result in suspension of service up to 30 days.

A second (2<sup>nd</sup>) offense within a one-year period shall result in suspension of service for up to 60 days.

A third (3<sup>rd</sup>) offense within a one-year period shall result in suspension of service for up to one year. At the end of the suspension period, a Customer must reapply for eligibility for The Rcat Paratransit Service.

## THE Rcat PARATRANSIT & DEVIATED ROUTE SERVICE CANCELLATION POLICY

Because cancellations may cause lost trips and/or rides for other patrons, it is necessary to implement a Cancellation Policy.

- If a passenger does not call to cancel their scheduled ride or calls after the bus has been dispatched they will be charged a double fare.
- Three No Shows within a Ninety (90) Day period:

### Suspension of service for 30 days

This policy will prevent excessive bookings and cancellations of rides that deny other passengers needed transportation services. A cancellation or no-show that is disability related will not be counted, if the passenger notifies The

Rcat Paratransit Service office. Documentation may be required.

Cancellations should be made at least one hour before the scheduled pick-up time. This policy applies to all scheduled trips including subscription trips.

The passenger will be notified in writing before The Rcat Transportation Service takes any of these steps.

## GLOSSARY

**ABUSIVE CONDUCT** – conduct which invades the privacy rights of others, or touching another person in a rude, insolent or angry manner. Examples also include profanity, screaming, hitting, sexual harassment, etc.

**ADA** – Americans with Disabilities Act signed into law in 1990, making it illegal to discriminate against persons with disabilities regarding employment, public services, public accommodations and telecommunication. The intent of this law is to provide equal opportunity to persons with disabilities, allowing them to fully participate in society and live independently and with economic self-sufficiency.

**COMPANION** – A fare paying person accompanying The Rcat Paratransit Service rider.

**DOOR-TO-DOOR** – The Rcat Paratransit Service vehicle will pick up and drop off the passenger at the door of the address of their destination.

**DISABILITY** (as defined by ADA) – A person with a disability is defined as:

- A person with a physical or mental impairment that substantially limits one or more major life activities; or
- a person with a record of such a physical or mental impairment; or
- a person who is regarded as having such an impairment.

It should be noted that the ADA definition of disability is not the same as other definitions of disability used in other federal laws and programs such as Social Security, workers compensation, veterans programs, etc.

**FIXED ROUTE** – A route in which the bus operates along prescribed routes according to fixed schedules.

**HALF FARE** – For fixed routes. A passenger who is elderly or has a certified disability is entitled to ride the fixed route system for half of

the cost of a non-disabled adult passenger. A transit identification card must be presented when paying the fare.

**NO SHOW** – Failure to give any notice within one hour prior to the scheduled pick up time.

**PARATRANSIT SERVICE** – Comparable transportation for individuals who, because of a physical or mental impairment, cannot use a regular fixed route system.

**PCA** – Personal Care Attendant – an individual who accompanies the Paratransit Service eligible individual who requires more assistance than being helped on or off the vehicle. If a Rcat Paratransit Service rider is certified as needing a PCA, then the PCA rides at no charge.

**SERVICE ANIMAL** – any guide dog, signal dog, service dog or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability.

**SERVICE AREA** – The Primary Rcat Paratransit area is defined within a 3.5 mile radius of a center point in Hutchinson that has been designated as 11<sup>th</sup> and Plum. The Rcat Paratransit Service will be available throughout the same hours and days as the fixed route service.

**SUBSCRIPTION RIDES** – Paratransit and Deviated Route Service riders may reserve rides for a particular time every week or every day, rather than calling each day. Subscription service may not absorb more than fifty percent of the number of trips available at a given time of day, unless there is non-subscription capacity left over (no denials).

**Rcat** – the marketing name for the public transportation system in Reno County (Reno County Area Transit) as operated by the Reno County Public Transportation Department.

# **RENO COUNTY PUBLIC TRANSPORTATION DEPARTMENT DRIVER POLICIES**

## **QUALIFICATIONS**

A Public Transportation driver (paratransit, county route) shall have a valid Class C Kansas driver's license issued by the Division of Vehicles, Kansas Department of Revenue. A CDL license (minimum of a Class C with passenger endorsement) will be required for route drivers using 16 passenger vehicles. The driver shall always wear seat belts in compliance with H.B. #6200.

## **DRUG AND ALCOHOL TESTING**

Each Public Transportation driver is subject to security clearances, and alcohol and drug regulations mandated by DOT Rule 49 CFR Part 40, 653, 654 Drug Free Work Place Act, including urine drug testing (for evidence of marijuana, cocaine, opiates, phencyclidine (PCP) and amphetamines) conducted prior to employment, on an unannounced random basis, for reasonable cause, following an accident in which there is an injury or incapacitated vehicle, return to work and follow up testing if a person fails a drug test. Employees in safety sensitive jobs that are away from the primary function of their position for 90 days or more must have a drug test prior to their return to work.

1. Employees must bring and be prepared to show a photo ID prior to all drug testing.
2. Employees taking over-the-counter medications or prescription medications prescribed specifically for the employee with warning labels on them such as: (Do not drive or operate machinery while taking this medication, this medication may cause drowsiness, etc.) must notify the Executive or Assistant Directors, they are currently taking these medications.

## **GENERAL POLICIES**

All drivers shall complete a Motor Vehicle Record Authorization form at the time of employment. Rcat management or the current insurance company may review MVR records as needed. Drivers will report any traffic violations cited for, whether while driving for personal or employment purposes. Traffic violations will show on the driver's Motor Vehicle Record if they exceed the number allowed by the State of Kansas the driver will be terminated.

Drivers will also report involvement in accidents whether at fault or not. Accidents are reflected on the MVR driving record and the

Transportation Department's current insurance carrier could refuse to insure an employee due to accident ratio. In the event the department's insurance carrier denies coverage the employee will be terminated.

Drivers shall make pick-ups and deliveries as routed by dispatcher, operating the bus in a safe and careful manner with due regard to traffic and the use of the roadway by others. Paratransit drivers shall not pick up any passengers without first contacting and obtaining approval by dispatcher.

It should be understood that the driver's first line of communication with the office is by radio through Dispatch. Dispatch should be aware of paratransit driver's approximate location by how assignments were given. Any deviation from an assigned destination should be reported to the dispatcher immediately to maintain informed scheduling.

Fixed route drivers shall receive requests for deviated service from Dispatch. Only two deviations per hour are allowed. If route drivers are running behind schedule they should notify Dispatch so they are aware and give accurate information when passengers call in. **Route drivers are not to run ahead of schedule as this could result in missed passengers.**

Rcat drivers are prohibited from carrying cellular phones during their work schedule. Drivers will initiate all communication with Dispatch via the radio. County route drivers will carry a county cellular phone for use in areas inaccessible by radio, drivers are not to use the cellular phone while driving. If drivers receive a personal message Dispatch will ask the driver to 10-21 the office. Other equipment, such as, radios and scanners, may be utilized if it does not interfere with dispatch operation.

Drivers will strictly observe all traffic rules and other applicable laws and regulations at all times.

Drivers will enforce the Public Transportation Department Guidelines.

Drivers are to wear the specified Rcat uniform while driving routes, paratransit or county. The specified uniform will be distributed to each employee at the start of employment. Jeans, walking shorts, and tennis shoes are permitted. Employees are to present a professional appearance to the public and should be dressed and groomed appropriately.



Smoking or the use of tobacco products is prohibited while on the bus or in county buildings (Courthouse, transfer station, bus barn). Smoking or use of tobacco products is allowed only in designated use areas.

Items displayed in the interior of the bus should be appropriate in nature.

Drivers shall keep the bus locked at all times when left unattended. Fare receipts and the change fund are the responsibility of the driver and should be kept on the driver's person or in a safe place on the bus.

#### **PARATRANSIT/ASSISTANCE POLICY**

The paratransit service provided will be considered door-to-door. The following parameters will be followed by drivers.

1. The driver will not go into a private residence for any reason.
2. The driver will not pick up a passenger that has fallen or is on the floor/ground for any reason. If the driver is near a falling passenger and can safely prevent injury by assisting them down, that is permissible. Otherwise, the driver will report to Dispatch. Dispatch will then contact someone (ie: 911, a nearby friend, family member, etc.) for them.
3. Not all passengers will need physical assistance. The paratransit driver will provide assistance when it is deemed necessary and only with the consent of the passenger. The driver may provide assistance from the passenger door through boarding the bus and getting the passenger buckled in their seat.
4. When necessary, driver will assist with packages to and from the bus, but not past the door of destination.

#### **FIXED ROUTE/ASSISTANCE POLICY**

Fixed Route passengers are allowed to carry-on as many packages as they can transport in one trip. The driver is not permitted to assist with the loading and unloading of packages. Customers (or companions) are responsible for getting packages into their destination.

Drivers are not required to physically assist passengers in embarking or disembarking to or from the bus. Fixed route and deviated route passengers are to be waiting at the curb ready to access the bus upon arrival.

#### **PERSONAL INJURY POLICY**

1. Employees must inform their supervisor of any on-the-job injury or accident

requiring first aid or medical attention, whether or not work time is lost.

2. Employees should inform their supervisor of any near misses so an evaluation of the situation can be made to avoid future concerns.
3. A Report of Accident form must be filled out for all injury or near miss accidents. Refer to Reno County Employee Handbook, Workers Compensation Section.

#### **CAR SEATS**

Passengers under the age of 4 must be restrained in an approved car seat. Reno County Public Transportation Department does not supply car seats. A driver may contact the Dispatch office if a question arises concerning car seat usage.

#### **PARATRANSIT PICK-UP/NO SHOW POLICY**

Upon arrival for pick-up assignment, follow these procedures:

1. Honk the horn to indicate arrival
2. Check time (wait time should not exceed 5 minutes)
3. If necessary, paratransit drivers will go up and knock on the door of a private residence. At apartment buildings, drivers will only go as far as the nearest ground level exterior door of the building. At nursing homes and businesses, the driver may enter the building and check in the lobby and/or have a staff person go get the passenger. The driver will not proceed to take undue time to find the passenger.
4. Dispatch should be notified that there is no response only after the driver has waited five minutes.

For informational purposes, let it be understood that a passenger that is a "No Show" will be required to pay a double fare, a second occurrence would result in a triple fare next time to reimburse for the missed trip (whether on paratransit or deviated route service). Three No Shows within a ninety (90) day period – Suspension of service for 30 days.

#### **ROUTE PICK-UP/NO SHOW POLICY**

Upon arrival for pick-up of a deviated route passenger, follow these procedures:

1. Honk the horn to indicate arrival if passenger is not waiting at the curb
2. Check time (wait time should not exceed 1 minute)
3. Route drivers are not to go into buildings or businesses to look for a passenger.

4. Dispatch should be notified that there is no response after the driver has waited one minute.

A deviated route passenger that is a "No Show" will be required to pay a double fare, a second occurrence would result in a triple fare next time to reimburse for the missed trip Three No Shows within a ninety (90) day period – Suspension of service for 30 days. Dispatch will notify the driver if additional fares are to be collected.

## **FARE PROCEDURES**

Paratransit drivers shall collect a fare from each passenger boarding the bus. Fixed route drivers will collect a fare, transfer or view a monthly pass from each passenger boarding the bus.

Exceptions to this rule as follows:

1. Residents of facilities that are billed monthly (paratransit only)
2. Personal Aides. (One free per passenger) A personal aide assists a passenger who is not capable of riding the bus unassisted. The personal aide is to assist the passenger to the bus, boarding and exiting the bus, and while on the bus. A passenger applying for paratransit service must note on their application the need for a PCA in order to qualify for the aide to ride at no charge.
3. Personal Aides may also accompany a passenger on the fixed route bus system. The passenger with the paratransit card must have noted on their special accommodations application the need for a PCA to accompany them in order to qualify for the aide to ride at no charge. If the driver is unsure of the passenger's status he should contact dispatch for verification. A passenger may be accompanied by a PCA but the driver is still responsible for the passenger's safety while on the bus.
4. Individuals applying for their Public Transportation Paratransit card or purchasing punch cards for the paratransit system can ride free to the Courthouse. The return fare is free only when the destination is their home.
5. Paratransit drivers are required to inspect every passenger's Paratransit Card and verify name every time they ride.
6. Route drivers are required to inspect passenger's ADA card if they request transportation at half fare.
7. Any passenger who does not have the fare will be denied service. Driver

should contact Dispatch to advise intent to deny service.

8. Paratransit only -Babysitter Drop/Pick-up Surcharge: Passengers that need to drop or pick-up children at the babysitter/school will be allowed to have the bus wait for them up to 5 minutes by paying a double fare. If the passenger is more than 5 minutes, the driver is to go on to the next assignment and the passenger will have to call Dispatch for another bus.

## **CHANGE FUND/MAKING CHANGE**

1. Paratransit driver is issued a change fund (\$20.00) to be used to make change for passengers.
2. Route drivers are to accept exact change, punch cards, monthly passes or transfers only (No checks).
3. Paratransit drivers will not accept a bill larger than a twenty and will not accept checks for more than the amount of the fare.
4. If a paratransit driver cannot make change, he/she will advise Dispatch. Dispatch will advise to go to the nearest facility where change can be made or come to the Courthouse alley to get smaller bills from a dispatcher.
5. Paratransit drivers will count their change fund with dispatch staff at their afternoon break, depositing fares collected and retaining the \$20.00 change fund for future use.
6. Evening route drivers will turn their money and transfer slips into dispatch at the end of the shift to be counted.
7. Change funds may be left in the paratransit bus, as long as the bus is locked and in the Bus Barn.

## **MONEY MATTERS**

Drivers should never make loans to passengers or their families. Any such requests should be reported to the Executive or Assistant Directors.

Drivers (and members of his/her family) should never solicit or sell anything to passengers or their families.

Drivers should not accept gifts and gratuities. This includes offers of money or gift certificates. Exceptions that have been made by the Executive or Assistant Directors are food, inexpensive homemade articles, flowers and garden produce.

## **DRINKS ON THE BUS**

Drinks will be allowed on the buses in closed containers (cans must be closed) or containers

with secure lids. It will be at the driver's discretion whether the drink will be retained by the passenger. The driver has the right to secure the drink in the front of the bus for the duration of the trip if he/she so chooses. Disputes with passengers regarding drinks on the bus should be written up on a Report Sheet and submitted to the Assistant Director.

### **FUELING THE BUS**

Paratransit drivers will at his/her convenience, fuel the bus as needed at fuel pump designated by the County. Route drivers will fuel buses as needed at the end of the evening shift. Currently the City of Hutchinson Fuel Pumps are used for fueling, dispatch is to be notified of amount of fuel pumped. The fuel keys are programmed with information pertaining to a particular bus, so it is vital that the fuel key remain with its bus and the proper key be used.

Procedures for fueling are posted on the fuel pumps, but are as follows:

1. Assure possession of the proper key for that bus.
2. Lift lid on fuel pump key pad
3. Insert vehicle fuel key.
4. Turn key to the right.
5. Employee: Enter last four digits of social security number. Press Enter.
6. Select pump number. Press Enter.
7. Enter mileage. Press Enter.
8. Remove fuel key and begin pump to fill bus.

If the pump rejects an entry and shuts down, wait a few minutes and try again. For further assistance, go into the Public Works building or in the case of route drivers report problem to Dispatch staff.

### **PARKING**

Overnight parking of paratransit buses will be in the Bus Barn, unless instructed otherwise by Executive or Assistant Directors.

Route buses will be parked at the Transfer Station. During inclement weather route bus drivers will be directed to plug in the vehicles at the close of the service day. Instructions will be given by the Fleet Manager, Executive or Assistant Directors or Dispatch.

When picking up/disembarking passengers, driver will park in areas designated for parking (Handicapped included) when possible. In cases where there is no alternative, driver may park in a yellow zone only long enough to load/unload passenger and must not leave the vehicle unattended. (As per Article VII Sec. 23-

703 6c. City of Hutchinson – Motor Vehicles and Traffic Regulation)

### **PRE-INSPECTION**

Prior to use of the bus each day, the driver will complete the daily inspection of the vehicle, as has been directed by the Executive Director (see form attached), to determine if it is in a safe condition and in good working order. If a minor condition (clearance light out, etc.) and time allows, paratransit drivers may contact the Automotive Department and then Dispatch to notify of the delay. Route drivers will notify the Fleet Manager or Dispatch of needed repairs. If a major condition or no time available, contact Dispatch for instruction. The Fleet Manager, Dispatch, Executive or Assistant Directors will contact Automotive Department. Drivers will also complete and sign the weekly portion of the inspection sheet. Inspection Reports will be submitted to the Transportation Coordinator in the Public Transportation office on a weekly basis.

### **POST INSPECTION**

At the end of each shift, each day the driver will complete a post inspection of the vehicle. The driver will note any condition that they have become aware of during their shift. Part of the post inspection is a walk-around inspection of the vehicle looking for any damage not there at the time of pre-inspection. Damage would be noted on the Post Inspection form and Dispatch or the Executive or Assistant Director is to be notified of damage observed.

### **VEHICLE BREAKDOWN POLICY**

If the bus breaks down, move the bus to a safe place out of traffic if mechanically possible, then contact Dispatch to notify of the problem, giving location and number of passengers on the bus. Dispatch, the Executive or Assistant Directors or Fleet Manager will contact Automotive. If there are passengers on the bus, Dispatch will either reroute a bus to pick up those passengers or send another bus out to take those passengers to their destination. Dispatch, Executive or Assistant Directors in coordination with the Automotive Department will arrange for the towing or repair of the bus.

### **PASSENGER COMPLAINTS**

Refer passenger complaints and other problems to the Executive or Assistant Director as soon as possible. A department Report Sheet (see form attached) should be completed for passenger complaints and problems. Any immediate concern should be radioed to Dispatch.

### **TIME CLOCK & DRIVER TIME**

Paratransit drivers will clock in on the time clock in the Public Transportation office or at the Transfer Station. Route drivers will clock in at the Transfer Station. Employees are not to work more than 8 hours per day without approval from the Executive or Assistant Director. Overtime must be pre-approved by the Executive or Assistant Director.

Printed timesheets will be sent to the Transportation Department on Mondays and placed in each employee's folder for their review. The employee will verify the accuracy of their time and sign the timesheet, it will then be signed by the department director or designee. If there is an error on the time sheet the employee will complete and attach a Reno County Payroll Adjustment Request form to the time sheet for correction.

All requests for upcoming leave (Personal Leave Time, Sick Leave) should be submitted on the Reno County Payroll Adjustment form to the Transportation Coordinator for approval. The Transportation Coordinator will obtain coverage for leave requests for drivers. Drivers will work their schedule and not trade days with other staff without notifying the Transportation Coordinator.

The Transportation Coordinator, Asst. Director of Dispatch staff will personally communicate with standby and regular driving staff until a substitute is found and will then record who that person is on the Driver Schedules posted in the Dispatch Office and Transfer Station.

It is vital that drivers are willing to cover for another driver when their schedule allows. Please remember – a driver never knows when they may need to request time off and will want coverage provided.

### **CALL-IN/FILL-IN POLICY**

Employees called in to work (whether to cover for another person's absence or in an emergency situation) and then sent home, as their service is not required, will be paid for one (1) hour at their current rate of pay.

### **SICK LEAVE POLICY**

Requests for sick leave shall be reported at least one hour prior to the report to work time. The call to report a necessary absence from work due to illness will be made to the Call-In Reporting number 694-9719. The employee must leave a phone number where they can be reached. The employee may receive a follow-up phone call from the Assistant or Executive Director.

Requests for the use of sick leave for absences due to medical appointments are required to be approved in advance whenever possible. These requests are to be submitted to the Transportation Coordinator on the Reno County Payroll Adjustment Request form. The Transportation Coordinator will arrange substitute coverage for the driver.

### **RADIO TRANSMISSIONS**

Drivers shall keep in contact with base dispatcher at all times, keeping transmissions objective, professional and related to the business of bus operation in accordance with FCC regulations and any departmental regulations.

Driver radio transmission will have absolute priority over walk-in and telephone traffic when there is an emergency situation that the driver has identified with a 10-33. At other times, the dispatcher will give first priority to the radio transmission, however, may sometimes have the driver stand-by momentarily.

Paratransit drivers should wait five minutes for the passenger before radioing Dispatch that the passenger is not responding. Route drivers should wait one minute before radioing Dispatch that the passenger has not responded.

When there is not a response at the time of the scheduled pick-up, driver will contact dispatch. If the driver feels there is cause for concern, that concern should be passed on to dispatch. Dispatch will use discretion as to whether additional follow up is necessary.

Paratransit drivers should notify Dispatch upon finding items left on the bus by passengers. Items left by passengers on the route bus will be taken to the lost and found at the Transfer Station. If owner is known, Dispatch or the Fleet Manager will call the owner and give instruction on procedure. Items left on route buses may be retrieved by the passenger at the Transfer Station. Any special trips made by paratransit drivers to return left items will be at the passengers regular fare. This is to be considered a trip and will be charged and coded as such.

1. Driver shall hold the microphone one inch from lips, slightly to the side of mouth, at an angle of 45 degrees and shall hold the button down a few seconds prior to and after transmitting to assure that the complete message is received.
2. Driver shall speak clearly in a normal to loud voice and shall be concise,

impersonal and to the point. Driver shall control pitch, speed and emotion of voice so as not to indicate fear, disgust, sarcasm, etc.

3. Paratransit drivers shall contact base by stating "Bus ## to Base", route drivers will use "Rt # or Bus ## to Base". Dispatch shall state "Base to (appropriate Bus # or Route #)".
4. Dispatcher shall respond as quickly as possible by stating "Go ahead, Bus # or Route #" and Driver shall state response.
5. Both driver and dispatcher shall speak clearly and concisely. Transmissions shall be kept objective and positive. If not copied, please state "10-9".
6. Both driver and dispatcher shall acknowledge individual portions of a transmission, as appropriate, by stating "10-4", for example: Driver will acknowledge individual calls when a list is given; dispatchers will acknowledge number of meal passengers.
7. As appropriate, either the dispatcher or the driver will complete a transmission by stating "10-4". The other party will respond in the same manner. This assures that both parties know that no other traffic is forthcoming.

#### Approved Radio Transmissions:

10-4 Message Received  
10-6 Busy, Stand By  
10-7 Out of Service, Leaving Air  
10-8 In Service, Subject to Call  
10-9 Repeat Dispatch, Did not Copy  
10-17 Return to Base  
10-19 Nothing for you  
10-20 Location  
10-21 Call \_\_\_\_\_ by phone; e.g.,  
10-21 Ryan  
10-22 Disregard  
10-23 Arrived at location (on-scene)  
10-24 Finished with last assignment  
10-30 Does not conform to rules  
10-33 Emergency Traffic  
10-42 Residence  
10-61 Fuel  
10-77 No Contact/Response  
10-86 Time

#### Miscellaneous Information:

1. Handle non-urgent or non-pertinent communication by telephone or when in the office.
2. If dispatcher does not respond immediately, be patient. He/she may be busy.
3. If you have emergency traffic, say so. (10-33 Emergency Traffic)

4. Keep radio transmissions short and as infrequent as possible. Do not give trivial information or be humorous. Radio conversations should be restricted to business.
5. Never swear or use obscene language.
6. Avoid the use of passenger or driver names on the radio.
7. Think before you speak. This will help you be concise and to the point.

#### Radio Transmissions While Attending to Wheelchair Passengers:

Driver should respond to dispatcher immediately when wheelchair is on the bus in a stable position and, depending on the weather, when wheelchair is outside the bus. Driver should respond to the radio that they are "working with a wheelchair, 10-6".

#### DOCUMENTATION

1. Keep complete and accurate daily log sheet.
2. Mark the passenger type in the appropriate column.
3. Circle the appropriate payment method. This should match the dollars and punch cards deposited.
4. Enter fuel gallons and quarts of oil used. Try not to get fuel after break on the last day of the month as this is then reflected in the wrong month.
5. Enter beginning mileage when new sheet is started and ending mileage just prior to deposit of money.
6. Complete daily pre-inspection before use of bus daily. A weekly inspection must also be recorded with the driver signing before submission to the Transportation Coordinator.
7. Use a department Report Sheet to report any happenings, which are not consistent with routine operation, (i.e. passenger falling, extremely disruptive behavior, and passenger's consistently breaking rules).
8. Report vehicle accidents according to the "Duties in the Event of Accident" policy.

#### PROCEDURE FOR PASSENGER MISCONDUCT

1. In the event of passenger misconduct:
  - Invasion of privacy rights of others (such as touching others in a rude, insolent or angry manner)
  - Sexual harassment
  - Verbally abusive language – profanity

- Screaming  
the driver will attempt to defuse the situation. If the situation continues the driver will contact dispatch for direction.
- 2. Direction may include the passenger's removal from the bus or 911 may be contacted for assistance.
- 3. Incidents need to be documented on the department Report Sheet by the end of shift on the day of occurrence.

### **DUTIES IN THE EVENT OF ACCIDENT**

As a public service, we will notify dispatch of accidents we **witness**. The dispatchers will notify the proper authorities.

The following are the procedures to follow if Public Transportation vehicles are **involved** in an accident:

1. Driver shall immediately notify the dispatcher of **any** accident **no matter how minor** (ie:10-33 Emergency Situation). Accidents should be reported to the dispatcher even in situations where there is not damage to county property.
2. Dispatcher shall immediately notify the appropriate law enforcement agency and call emergency personnel if necessary.
3. Procedure at the scene of accident:
  1. Stop the bus immediately at or as near the scene of the accident as possible.
  2. Remain at the scene of the accident until law enforcement personnel have completed all necessary paperwork.
  3. Render reasonable assistance to any person injured in the accident.
4. As soon as possible, complete the post-accident form located in your bus.
5. The driver will also need to complete insurance paperwork in the Public Transportation.
6. If the accident is an injury accident or if one of the vehicles is damaged to the extent it requires towing, the driver is required to have an alcohol/drug test immediately. This will be arranged through Executive or Assistant Directors and/or Personnel.
7. In the event post-accident testing is necessary, the employee will be paid for the time they are off duty waiting for the test results. If a drug/alcohol test has a positive reading the employee will not be paid for the time off duty but may use accumulated leave hours.

8. If an accident occurs after 5:00 p.m. and requires drug testing dispatch staff will contact the Executive or Assistant director and they will notify EAP at 1-800-999-1196 to coordinate the testing.
9. Two estimates are required for all damages to vehicles. The paratransit driver or route supervisor in cooperation with office staff, will secure these written estimates.
10. Each accident will be reviewed by the Executive Director and, if appropriate, the Reno County Administrator and Reno County Commissioners. A driver found negligent of policy rules may be subject to disciplinary action up to and including dismissal.

### **LUNCH POLICY**

1. **Paratransit** drivers shall be sent to lunch as close to their designated time as possible. **Route** drivers will have a regularly scheduled lunch hour.
2. **Paratransit** drivers shall start their lunch hour from the time dispatched not upon arrival at their lunch site.

### **CONFIDENTIALITY POLICY**

All employees are responsible for protecting the confidentiality of information obtained to provide transportation services. This includes:

1. Personal information about passengers
2. Agency information not ready for public release
3. Personal information about staff members

### **TRANSPORTATION OF MOTORIZED CARTS**

Transportation of motorized carts is mandated by the Americans with Disabilities Act. The law states the following:

1. All devices that fit on lifts meeting Access Board guideline dimensions, 30" by 48", and a maximum of 600 pounds for device/user combined are to be allowed to ride.
2. Transportation system is required to use best efforts to restrain or confine the device to the securement area.
3. Transportation system may not, in any case, deny transportation to a common device and its user because the device cannot be secured to or restrained to the system's satisfaction.
4. Transportation system cannot require that a device user transfer into a vehicle seat.
5. Drivers must provide assistance with the use of lifts and securement devices.

6. Transportation system must respect the passenger's preference in regard to entering a lift platform and vehicle in a particular direction.
7. Passengers using canes, walkers, and other standees with disabilities that do not use devices but have difficulty using steps must be permitted to use the lift, on request.
8. It is the driver's responsibility to check and confirm the wheel chair or motorized cart is securely restrained, even though a person may travel with a PCA and they have secured the equipment.

### **WHEELCHAIR LIFT OPERATING PROCEDURES**

Embarkment of a wheelchair passenger:

1. Lower the wheelchair lift platform
2. Back the wheelchair on to the lift platform.
3. Make sure wheelchair brakes are locked.
4. Make sure the front flap of the lift is raised.
5. Have the passenger place their hands in their lap.
6. Fasten lift seatbelt appropriately.
7. Raise the lift platform to level with the floor of the vehicle.
8. Release the wheelchair brakes.
9. Back the wheelchair into the vehicle and secure the safety locks.
10. Raise the lift until it is folded in the vehicle and close the doors.

Disembarkment of a wheelchair passenger:

1. Lower lift platform to level with the floor of the vehicle.
2. Maneuver wheelchair on to the lift so passenger faces away from vehicle.
3. Lock the wheelchair brakes.
4. Have the passenger place their hands in their lap.
5. Fasten lift seatbelt appropriately.
6. Lower the lift platform to the ground.
7. Make sure the front flap of the lift is down.
8. Release the wheelchair brakes and move the wheelchair off the platform.
9. When passenger is clear of the lift, raise the lift until it is folded in the vehicle and close the doors.

Manual operation of wheelchair lift:

Each driver should be familiar with the manual operation of the wheelchair lift on the bus

assigned him/her. Refer to the owner's manual for each particular bus.

Guidelines for use of Departmentally owned wheelchairs:

1. Wheelchairs will be used whenever a passenger is unable to physically walk to and from the vehicle in a safe and timely fashion.
2. Wheelchairs will not be left with a passenger unless the following occurs;
  1. The driver feels the passenger may not safely complete their business of the day without the assistance of the wheelchair;
  2. Department is responsible for the return of the passenger to their home during the same day so that the wheelchair may be picked up;
  3. An incident report is filled out to notify office personnel that the client needs to obtain their own wheelchair. NOTE: A referral will be made to the Senior Advisor to follow-up on such need if the client is over the age of 60.
4. Upon return of the wheelchair or after each use, driver will be responsible for wiping down the chair so that it is ready to be used by the next passenger.

### **WHEELCHAIR RESTRAINT PROCEDURES:**

Upon passenger embarkment:

1. Put wheelchair into position for restraint.
2. Lock wheelchair brakes.
3. Open rear door and position rear restraint straps (2) evenly between rear wheelchair wheels.
4. Apply rear restraint straps on each side of the wheelchair frame (Not to wheels).
5. Enter bus and close the door.
6. Position front restraint straps on each side at approximately 45 degrees in front of wheelchair.
7. Apply front restraint straps to wheelchair frame (Not to wheels) pulling until rear straps are tight.
8. Apply seat belt (under wheelchair armrests when possible).
9. Attach shoulder belt to connection on seat belt (when possible).

Upon passenger disembarkment:

1. Detach shoulder belt from connection on seat belt.
2. Remove seat belt.
3. Detach the restraint straps.
4. Unlock wheelchair brakes.
5. Position wheelchair facing the lift.
6. Lock wheelchair brakes.

7. Unload wheelchair as per Wheelchair Lift Operating Procedures section.

### **TORNADO/SEVERE WEATHER POLICY**

It should be understood that the safety of our employees and passengers is of utmost importance. Public transportation will remain in service when at all possible.

1. In-town and Out-of-town service will continue unless severe snow or ice storm occurs that would endanger the employee and/or passengers.
2. Employees should report to work unless instructed by the Executive Director or Assistant Director
3. When the office receives a severe weather bulletin, Dispatch will notify driver by radio immediately.
4. Each bus will be furnished a list of shelters whereby the driver and passengers can go for protection, but it should be understood that all public facilities are required by Federal law to provide shelter.
5. When time and location permit, driver should make every effort to get the bus under shelter during hail. A list of possible sites will be furnished to each bus.

### **INCLIMATE WEATHER POLICY**

A message stating the following will be faxed or phoned into local radio stations (KWBW, KHUT, KSKU) in the event of inclement weather, (snowy, icy conditions).

Reno County Area Transit (Rcat) route buses may run 30 to 45 minutes behind schedule due to inclement weather. Currently we are running \_\_\_\_\_minutes behind the route's scheduled pick-up times.